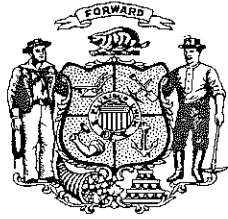


STATE OF WISCONSIN

SENATE CHAIR
MARK MILLER

317 East, State Capitol
P.O. Box 7882
Madison, WI 53707-7882
Phone: (608) 266-9170



ASSEMBLY CHAIR
MARK POCAN

309 East, State Capitol
P.O. Box 8952
Madison, WI 53708-8952
Phone: (608) 266-8570

JOINT COMMITTEE ON FINANCE

MEMORANDUM

To: Members
Joint Committee on Finance

From: Senator Mark Miller
Representative Mark Pocan

Date: July 6, 2010

Re: DHS Report on Management of Milwaukee County Income
Maintenance Programs

Attached is a copy of a report from the Department of Health Services (DHS) documenting its management of the Milwaukee County income maintenance programs, pursuant to Section 9122(5x) of 2009 Act 28.

Act 28 requires DHS to provide the Joint Committee on Finance copies of all reports which document its management of the Milwaukee County income maintenance programs, including all monthly Milwaukee County Enrollment Services reports, that the Department is required to provide to the plaintiffs in the litigation against agency officials and others, known as *West v. Timberlake*, under a settlement agreement entered into on April 16, 2009.

The report is being provided for your information only. No formal action is required by the Committee. Please feel free to contact us if you have any questions.

Attachments

MM:MP:jm

Jim Doyle
Governor

Karen E. Timberlake
Secretary



State of Wisconsin
Department of Health Services

OFFICE OF LEGAL COUNSEL

1 WEST WILSON STREET
P.O. BOX 7850
MADISON WI 53707-7850

TELEPHONE: 608-266-8428
FAX: 608-267-1434
dhs.wisconsin.gov

July 1, 2010

RECEIVED
JUL 06 2010

BY: J. Finance

Senator Mark Miller, Co-Chair
Joint Committee on Finance
Room 317 East State Capitol
Madison WI 53702

Representative Mark Pocan, Co-Chair
Joint Committee on Finance
Room 309 East State Capitol
Madison WI 53703

Dear Senator Miller and Representative Pocan:

Section 9122(5x) of 2009 Act 28 requires the Department of Health Services to provide the Joint Committee on Finance copies of all reports documenting its management of the Milwaukee County income maintenance programs that the Department is required to provide to the plaintiffs in the litigation known as *West v. Timberlake*, under a settlement agreement entered into on April 16, 2009.

Attached is the seventh report provided to plaintiffs, which was transmitted on June 29, 2010. Please contact me at 266-9622 with any questions.

Sincerely,

A handwritten signature in cursive script that reads "Diane M. Welsh".

Diane M. Welsh
Chief Legal Counsel



OFFICE OF LEGAL COUNSEL

Jim Doyle
Governor

Karen E. Timberlake
Secretary

State of Wisconsin
Department of Health Services

1 WEST WILSON STREET
P.O. BOX 7850
MADISON WI 53707-7850

TELEPHONE: 608-266-8428
FAX: 608-267-1434
dhs.wisconsin.gov

June 29, 2010

Ms. Anne L. DeLeo
Nelson, Irvings & Waeffler, S.C.
2675 N. Mayfair Road, Suite 420
Wauwatosa, WI 53226-0140

Re: *West et al. v. Timberlake, et al.*
Case No. 08-CV-670 (E.D. Wis.)

Dear Attorney DeLeo:

Attached please find the State Defendants' monthly report for performance of the Milwaukee Enrollment Services Center for May, 2010, as set forth in Section III.B. of the Settlement Agreement in the above-referenced case.

If you have any questions about the report, please do not hesitate to contact me.

Sincerely,

A handwritten signature in cursive script that reads "Diane M. Welsh".

Diane M. Welsh
Chief Legal Counsel

cc: Karen Timberlake, Secretary
Kenneth Munson, Deputy Secretary
Jason Helgeson, Division Administrator
James Jones, Deputy Division Administrator
Edward Kamin, Milwaukee Enrollment Services
Steven Kilpatrick, Department of Justice

Milwaukee County Enrollment Services Report
May 2010
(as of 5/31/2010)

Report	Criteria	Details	
		Count	Percentage
Programs Open for and Confirmed	BadgerCare Plus Only	15,734	14.32%
	Medicaid EBD Only	12,497	11.38%
	Medicaid Other Only	2,178	1.98%
	BadgerCare Plus and FoodShare	44,646	40.64%
	Medicaid EBD, LTC and FoodShare	8,485	7.72%
	Medicaid Other and FoodShare	3,689	3.36%
	FoodShare	22,615	20.59%
	Total Cases	109,844	
Timeliness	Applications Processed in Month	4,945	
	Applications Processed Timely	4,329	87.54%
	Applications Processed Untimely	616	12.46%
	Reviews Processed in Month	8,387	
	Reviews Processed Timely	8,060	96.10%
	Reviews Processed Untimely	327	3.90%
	SMRFs Processed in Month:	3,436	
	Received by the 5 th day of the Month	2,273	
	Processed Timely	2,158	94.94%
	Processed Untimely	115	5.06%
	Received after 5 th day but within the Month	1,163	
	Processed Timely	807	69.39%
	Processed Untimely	356	30.61%
Verification-Related	Number of Cases Pending Due to Verification ^a	5,929	
	Number of Cases Pending Beyond Timely Processing Due to Verification ^a	3,006	
	Earliest Filing Date with Verification Pending ^a	1/6/2005	
Churning	Number of Cases Closed in Last 60 Days and Reopened This Month	500	10.11%
Change/Call Center	Total Phone Calls Milwaukee Change/Call Center	61,716	
	Percentage Answered ^b	55.32%	
	Average Hold Time	14.34 Minutes	

^a The filing date represents any case with verification pending, including ongoing cases in which a change is reported or a review conducted. The date of 1/6/2005 represents only one case with a fatal error that requires a system change to correct (no benefits have been delayed). Total verifications received in May is 11,256, with nearly 99% processed within 10 days.

^b In the percentage unanswered (approximately 44%) are any calls where the individual hung up. These may be calls where the individual received the information they needed from the messaging or did not want to wait until they could reach a worker. It is not possible to identify the reason that a person hung up.